



ALJ/SL5/vj4 02/10/2026

FILED

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C2509017

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Lawanna Jake,

Complainant,

vs.

Pacific Bell d/b/a AT&T California
(1001C),

Defendant.

(ECP)

Case 25-09-017

**E-MAIL RULING MEMORIALIZING FEBRUARY 9, 2026 HEARING AND
ORDERING ADDITIONAL INFORMATION**

Dated February 10, 2026, at San Francisco, California.

/s/ SASHA GOLDBERG

Sasha Goldberg
Administrative Law Judge

From: Goldberg, Sasha <Sasha.Goldberg@cpuc.ca.gov>
Sent: Tuesday, February 10, 2026 3:52 PM
To: Thunlala@yahoo.com; U1001C-Regulatory@att.com; Schmitt, Edwin "Eddie" <Edwin.Schmitt@cpuc.ca.gov>; Goldberg, Sasha <Sasha.Goldberg@cpuc.ca.gov>
Cc: ALJ Process <alj_process@cpuc.ca.gov>; ALJ Support ID <alj_supportid@cpuc.ca.gov>; ALJ Docket Office <ALJ_Docket_Office@cpuc.ca.gov>
Subject: C.25-09-017: Ruling Memorializing February 9, 2026 Hearing and Ordering Additional Information

Attention Parties to C.25-09-017:

This ruling memorializes the virtual evidentiary hearing held on February 9, 2026, and orders the filing of additional information.

Pursuant to my ruling on January 8, 2026, parties were directed to exchange exhibits by Thursday January 22, 2026. The Complainant served exhibits on January 19, 2026, which were marked as Jake-1 (6 MB Folder) and Jake-2 (2 MB Folder) as of February 9, 2026. The Defendant (AT&T California) did not provide exhibits in this matter. During the hearing it was clear that certain information is needed to resolve the issues in the underlying complaint.

The Defendant is ordered to file the following documents within five days of issuance of this ruling:

1. A timeline of events documenting when the Complainant first contacted AT&T California regarding her home phone and internet outage; the date by which service technician(s) were sent to Complainant's property and inspected the serving area interface (SAI); and the date by which the Complainant's home internet was restored;
2. A timeline and explanation as to the restoration efforts of the Complainant's home phone service;
3. All service terms that were referenced during the February 9, 2026 hearing;
4. A record to show how the Complainant has been charged and credited throughout the internet and home phone outage.

IT IS SO RULED.

The Docket Office shall formally file this ruling.

Sasha Goldberg (She/Her)
Administrative Law Judge
California Public Utilities Commission
sasha.goldberg@cpuc.ca.gov